

Mobile Software for Field Service Management

ServiceACE™ is a comprehensive and flexible mobile field service application to automate break-fix and preventative maintenance operations. It implements industry best practices that can be quickly tailored to your unique business processes, making ServiceACE the fastest and most cost effective way to streamline your field service business.

Streamline Your Mobile Service Operation

Eliminate paper-based operations, increase technician productivity, fix problems during the first visit, and meet and exceed service commitments. With ServiceACE you will streamline operations, increase customer satisfaction, and capture new revenue opportunities.

Ready-to-Use, Yet Flexible Field Service Workflows

Companies are automating their businesses with ServiceACE to gain a complete view of their service operation and enable them to adapt quickly to changing conditions in the field. Yet since each company operates differently, there is no one-size-fits-all solution. ServiceACE overcomes this challenge with a complete mobile application that can be rapidly tailored to your company's unique and changing requirements.

More Wrench Time, Less Windshield Time

ServiceACE implements the daily tasks of field service technicians, allowing them to be more productive and efficient. ServiceACE workflows include:

- Work order management including dynamic scheduling and dispatch, real-time communication of work orders and status, and customer information and service history.
- Work tracking including parts and inventory, timestamp and geocode of service events and GPS tracking.
- Customer approval of completed work with signature capture
- Take pictures of equipment for condition reports
- Messaging and alerts
- Online and offline operation
- Windows and Android on rugged, smartphone and tablet devices

Complete End-to-End Field Service Management

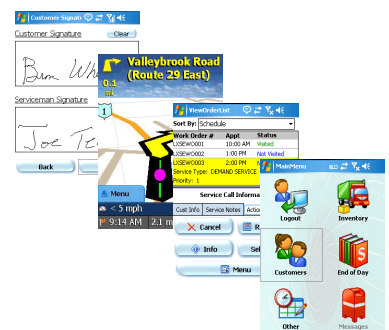
The ServiceACE mobile application connects readily to your existing service dispatch and work management systems to provide a complete end-to-end solution. It also integrates with common route planning and optimization software as well as with fleet management and tracking software.

ServiceACE Features

- Work order management
- Dynamic scheduling & dispatch
- Real-time work order status
- Timestamp and geocode service events
- Parts & inventory management
- Real-time messaging
- Signature capture for proof-of-service
- Offline and online operation
- GPS tracking
- Camera support
- Mobile printing
- Win Mobile and Android

ServiceACE Options

- Apacheta Online SaaS model
- Turn-by-turn directions
- On-board "black box" for engine diagnostics and AVL
- DOT-compliant Hours of Service and Inspections
- Integration with route planning and optimization products
- Management Center for Field Service



In addition, the optional Apacheta Management Center for Field Service can be added to ServiceACE to automate your back-end dispatch and scheduling operations. With Apacheta Management Center for Field Service, you can manage your master data, enter service orders, schedule work orders, manage your dispatch operations, send and receive messages, and map and track your employees.

Apacheta Online SaaS Model

Apacheta Online is our Software-as-a-Service (SaaS) option whereby your solution is hosted in the cloud at our secure and reliable data center. With Apacheta Online, businesses of all sizes can quickly deploy enterprise-class solutions with minimal upfront investment and lower IT costs.

Robust Mobile Application Platform for Lowest TCO

ServiceACE can be used off-the-shelf or can be quickly configured and customized using our VisualACE Business Process Design tool – without the expense of a custom one-off solution. ServiceACE runs on a robust mobile application platform that provides secure and reliable communication, granular over-the-air updates, GPS tracking and system analytics to measure workforce, sales and delivery performance.

Service Companies Achieve Results With ServiceACE

ServiceACE has automated break-fix and preventative maintenance operations for customers such as Bally Technologies, BellTV, BranchServ and others. Service companies have implemented ServiceACE to improve technician productivity, enhance customer service and streamline operations.

About Apacheta

Apacheta offers flexible mobile business solutions that empower companies to automate and streamline business processes in route sales, field marketing, pick up and delivery, transportation and field service. Our flexible applications are built on top of our mobile application platform and can be customized and scaled across the enterprise using common mobile workflows. Our solutions are available to be deployed on premise behind the firewall or hosted in our data center through our Apacheta Online Software-as-a-Service (SaaS) offering.

Learn more about ServiceACE and Apacheta's other mobile business solutions at www.apacheta.com.

Or, call our sales team at 610-558-5852.

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Sample Apacheta Customers

Leading companies rely on Apacheta mobile solutions in their mission-critical field service operations.



Sample Apacheta Partners

Apacheta partners with leading hardware manufacturers, system integrators, and wireless network operators to deliver complete solutions.

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